STANDING OPERATING PROCEDURES

CIVILIAN PRODUCTIVITY REPORTING SYSTEM
(CIVPRO)

(With accompanying West Region Guidance)

Updated 25 May 2000

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Note that West Region Guidance will be found in the right hand column of each page adjacent to the DA guidance it clarifies or pertains to in the basic document; in the tables it will be included within the tables but well identified.

I Introduction. The Civilian Productivity Reporting System (CIVPRO) is the Department of the Army's productivity reporting system for civilian personnel administration. Civilian Personnel Operations Centers (CPOCs) will use CIVPRO for providing official productivity reports to Civilian Personnel Advisory Centers (CPACs), Commanders, Major Army Commands (MACOMs), the Civilian Personnel Operations Center Management Agency (CPOCMA) and to the Assistant Secretary of the Army for Manpower and Reserve Affairs. The CIVPRO database is derived from two sources, the Personnel Actions (PERSACTION) application resident on the CPOC regional servers and Headquarters ACPERS (HQ ACPERS). The PERSACTION application will be utilized to determine the reconciled quantity, timeliness and adherence to Business Process Map standards for recruitment and placement, classification and other routine personnel actions submitted and processed through the PERSACTION application. The HQ ACPERS will be utilized to provide data on civilian personnel transactions not tracked in the PERSACTION application for timeliness, i.e., Nature of Action (NOA) Codes, cancellations, corrections, performance ratings, awards, etc.

II Responsibilities

A. **CPOC Directors.** Directors are responsible for the overall accurate submission of data to the Defense Civilian Personnel Data System (DCPDS), the feeder system for HQ ACPERS, and to the PERSACTION. The CPOC Director may provide clarifying guidance to Civilian Personnel Advisory Centers (CPACs) on the need to provide complete and accurate information in support of PERSACTION[1]. The CPOC directors, or their designated representatives, must edit data in PERSACTION submitted by managers or CPACs if the data are inaccurate or fail to reflect the correct personnel product or action needed. PERSACTION requests that fail to include, UIC, Command Code, and CPAC identification code will be returned to the activity/CPAC for correction. The CPOC Director will establish an internal quality control program to reduce and/or eliminate error conditions.

> [1] In the West Region, clarifying guidance will be added in text boxes to the right of the pertinent entry in the DA guidance and will be numbered to correspond to the item clarified in the DA guidance.

B. **CPOC Employees.** Employees are responsible for the accurate and timely submission of data to DCPDS and

PERSACTION. Employees are expected to correct inaccurate data that are not compatible with the product requested. Data transactions/updates to DCPDS and PERSACTION will normally be effected within one working day of a status change in a personnel action request, to include job offers, commitments and declinations, etc. PERSACTION requests will be closed or canceled within 2-7 days of the effective date of the personnel action, or notification of cancellation of the action by management or the CPAC.[2]

C. **CPACs.** The CPAC is responsible for reviewing PERSACTIONs submitted by managers to ensure the action is complete and accurately reflects the correct personnel action. The CPAC must change data on the PERSACTION to accurately reflect the correct requested action by manager, CPAC identifier or have the appropriate office correct UIC and Command Code. Status information on notification of job offers, job acceptance, job declinations, and effective dates will normally be provided to the CPOC within one working day of offer, acceptance, or declination and establishment of an effective date.[3] Job offers cannot be extended to an applicant until such time as the required number of personnel action requests have cleared the DOD Priority Placement Program (PPP) system.

D. **Managers.** The manager is responsible for the initiation of the PERSACTION request. Managers have a responsibility to accurately describe from the PERSACTION pick list the desired personnel action they are requesting, identification of the Unit Identification Code (UIC), and Command Code. Managers may make tentative selections of multiple applicants from a properly issued referral list; however, neither the CPOC nor the CPAC will extend the offer until such time as the required number of personnel action requests have cleared the DOD PPP system.

E. **Office Deputy Assistant Secretary of the Army (Civilian Personnel Policy) (ODASA-CPP).** The ODASA(CPP) is responsible for developing, programming and maintaining CIVPRO. ODASA(CPP) also provides quality control edit programs, retrieves productivity data from the automated systems and posts the data on CIVPRO.

[2] Normally, personnel action requests will be closed within 2 days. The exception is the Change of Appointing Office (CAO) action which can take up to 7 days. Responsible CPOC employees will advise their supervisors of actions that are open longer than 2 and 7 days respectively.

[3] The CPAC specialist should immediately email the following information to the CPOC staffing specialist who issued the referral list: PERSACTION SF-52 number, name of applicant the job is committed to, date of commitment, and established EOD. For declinations, the email should include PERSACTION SF 52 number, name of applicant declining, and date declined.

F. **CPOCMA.** CPOCMA is responsible for providing overall management and operational guidance on CIVPRO to the CPOCs and in coordination ODASA(CPP), determining which records are to be accepted or rejected for productivity reporting purposes.

III. Procedures.

A. **Managers.** Managers will initiate personnel action requests via PERSACTION. They will use the designated pick list to describe the personnel action requested. When request bars do not accurately describe the desired personnel action, managers will use the request bar "other". For example, if recruiting to fill an established position within their organization, a manager will use the request "Recruit/Fill". If recruiting to fill a new position not previously established in their organization, they would pick the "Establish/Fill" from the list. In instances where they desire to reassign an employee, they would pick "Reassignment" and name the employee in the name area of the personnel action request. Managers should consult the servicing CPAC for assistance with the proper completion of the PERSACTION request.[4]

[4] Managers indicate proposed effective date, but must leave effective date block at bottom of PERSACTION SF-52, page 1, blank.

Managers who have positions in multiple UICs,[5] (e.g., Corps of Engineer supervisors who supervise both military and civil function positions) will indicate the UIC and Command Code in the "notes" portion of the PERSACTION request when requesting a new position be established. Many errors in position builds for new positions are caused because there is no indication in the "Notes" portion that the UIC for the position being established is different than the UIC for the current positions being supervised.

[5] The correct organization information is entered in the Name and Location of Position's Org block on the "to" side of the PERSACTION SF-52, not in the "notes" portion of the request (see Appendix A, SOP E-98-03, West Region Supplement to the PERSACTION User's Guide).

If a manager desires to make multiple selections from a referral list and has not previously submitted the appropriate number of personnel action requests, additional PERSACTION requests are required for each vacancy and selection. The CPOC will not authorize the job offers in excess of the number of cleared PERSACTION requests in the CPOC.

B. **CPACs.** The CPACs will review PERSACTION requests for all relevant information necessary to process the action. For recruitment actions, this will include proposed duties or a classified job description, crediting plan or career program request forms and other documents to explain and clarify the requested action. CPACs will further review the PERSACTION request for requested action, CPAC identifier, UIC and Command Code. As necessary, CPACs will coordinate any changes with management or the appropriate office before forwarding to the CPOC.[6]

When making job offers, receiving job acceptances or job declinations, the CPAC will normally notify the CPOC within one working day after receiving a response. The CPAC will not make job offers for multiple selections by a manager until the manager has obtained approval for the recruitment and the PPP is cleared by the CPOC. [7]

C. **CPOC.** Upon receipt, the CPOC will review and regularly annotate PERSACTION to reflect the status of the action and to ensure the customer is kept informed of progress toward achieving the requested outcome. If the manager requests personnel action changes during the life cycle, the CPOC will amend the action to accurately reflect the correct nature of the ultimate action. For example, if a manager submits a request to reassign an employee which eventually results in a placement from the PPP, the CPOC would change the requested action to "recruit/fill" and document the PPP placement. The intent of changing the "requested action" is to accurately capture "recruitment and fill actions" being processed by the CPOCs. Care should be given to changing managers requested actions to ensure that they are not unnecessarily changed. All mandatory status bar entries (Appendix A) will normally be changed within one working day of a change in a PERSACTION request.

CPOCs will, at least monthly, execute and review the monthly diagnostic report provided by ODASA(CPP) Program Support Division and correct records identified as failed records (Appendix B) by the end of the following month. Records not corrected or annotated as "diagnostic accepted" by the end of each month will not be counted. A report of records acceptance and rejection will be provided to the Director, CPOCMA.

[6] The CPAC is responsible for entering status codes to indicate referral and fill activity on Career Program Referrals handled completely at the CPAC; and for entering appropriate status codes from the "General" Category (see specific West Region Guidance in Appendix A).

[7] See note 3 above for specific information required to be submitted from the CPAC to the CPOC.

CPOCs will establish, within their local status bar definitions, a status code "diagnostic accepted" entry. This entry is to be entered on fatal flagged records (negative fill time) that have been reviewed and determined to be a valid closed production-related action. The Division Chief responsible for the original data entry will be responsible for the entry of the corrected data and the status bar selection "diagnostic accepted" upon verification of the data. These negative fill time actions will be counted as one-day fill time.

CPOCs will add[8] to their local status bar definitions a series of status codes "Job Offer Declined – source". When adding the new status code, add "Job Offer Declined", add sources "inside of" job offer decline when building your pick list (see addendum to Civilian Personnel FPI Software Release 5.1.) When the user selects "job offer declined" the system will automatically bring up another pick list with the source the individual was referred. The sources will reflect the same six categories of job accepted status codes.

D. **ODASA(CPP). Program Support Division.** The Program Support Division will execute a monthly production data pull on the first Friday following the end of the month. The monthly production report will pull data for the previous month for which the CPOCs ran a diagnostic report and which has been reviewed and corrected by the CPOCs. The Program Support Division will update CIVPRO with the accepted data. Note: CPOCs should pull the data at the same time for audit purposes.

E. **Hold Box.** Hold Boxes will be used to hold PERSACTION actions that cannot be worked on because they are out of the control of the CPOC (e.g., Reduction In Force (RIF), PPP, actions waiting for input (RESUMIX), referral list issued to managers (waiting for selection). Time in a hold box will be counted for productivity. The only exception to this is in the DA Annual Evaluation, and quarterly CPOC Directors report, which will subtract time, held for RIF from the fill time. Normally actions will not be held in a hold box for more than 30 days, except when being held for RIF. Actions in the hold box for RIF purposes will have the status bar selection "Hold for RIF" entered in the status entry. Use

[8] This has been completed for the West Region. The CPACs will enter the information for Career Program Referrals and provide the necessary information to the CPOC for all other fills IAW 3 above.

of the hold box is optional. Use of the status code "Hold for RIF" is mandatory.[9]

F. **Suspense Box.** Will hold actions with names, social security number, and effective dates confirmed and committed. The suspense box will be used for the following but not all inclusive actions: pending resignations, termination of LWOP, career promotion received in advance of effective date. This time will be subtracted once the action is closed and counted as a production record. PERSACTION requests submitted in support of the Acquisition Program where selectees are selected from board approved Order of Merit Lists, may be held in a suspense box after clearing the PPP until just prior to the entrance on duty (EOD) date is established. Time in a suspense box will not count against production time.

[9] In the West Region, both use of the hold box and the status code "Hold for RIF" are mandatory.

Appendix A
Status Codes and Definitions

Procedures for use of status codes.

From the Main Menu in FPI, select PERSACTION. Highlight the action you wish to update and click the [EDIT] button on the bottom of the screen. Once the "Request for Personnel Action" screen appears, move your cursor to the block directly under "Current Status". Click anywhere in the box and the following "Status Categories" menu will appear:

"Status Categories"
CLASSIFICATION
STAFFING SERVICES
GENERAL
ALL CATEGORIES (A complete listing of all above categories)

Each one of these "Status Categories" contains additional menus described in the Appendix. When you click on a particular selection, a new pop-up menu will appear requiring input of a date. In most instances two dates will be required, i.e. date review began and date review ended. The first time you select the topic, the pop-up menu will default to today's date on the left side of the box (date opened, date requested, date review began). This date should be the date the status actually began (defined in menu selections below). You will have two choices, [OK] and [CANCEL]. The second time you click on the menu topic, the pop-up menu will fill in today's date on the right side of the box (date closed, date received, date review completed). This date should be the date the status actually ended, i.e. the date the action was coordinated to the next inbox. Remember to (1) close out one status before starting another, and (2) update status codes prior to coordinating/final processing/closing out an action.

All status codes noted with *** in the block Status Text & Codes, are Department of the Army mandatory status code entries.

NOTE THAT THE WEST REGION GUIDANCE IN THE TABLES BELOW IS SHOWN IN THE RIGHT COLUMN INSTEAD OF TEXT BOXES.

GENERAL

Status Text & Code	Definition & Use of Dates	West Region Guidance
RETURNED TO ORIG (G01000)	Date 1 – date SF52 action was sent back to the originator. Date 2 – *not used.*	CPOC or CPAC use. Use only when one of the specific codes below is not appropriate.

IN PROCESS (G02000)	Date 1 – date job applicant reported for in processing. Date 2 – *not used.*	**Not for use in West Region (not a tracked item).**
PENDING EMP PROCESSING (G03000)	Date 1 – date SF52 action held pending employee in-processing information. Date 2 – *not used.*	**Not for use in West Region (not a tracked item).**
ACTION COMPLETED (G04000)	Date 1 – date SF52 action moved to HISTORY files (date set by system automatically). Date 2 – *not used.*	**Do not attempt to add — system automatically sets when action closed.**
DIAGNOSTIC – ACCEPT (G09000) ***	Date 1 – date SF52 reviewed. For data anomalies that cause "negative timeliness", CPOCs will either correct the erroneous dates, or enter this status code. Example of negative timeliness: committed date is prior to date action received in CPOC. When this status entry is used, the SF52 will be counted in CIVPRO as having a fill-time of 1 day. Date 2 – *not used.*	**Restricted use only. To be used only by CPOC personnel designated to perform diagnostic review.**
BUSINESS FLOW - ACCEPT	Date 1 - date SF-52 reviewed and determined that the action must be returned to CD for rework of position build due to the manner in which position is ultimately filled (i.e., position to be built in excepted service due to fill via VRA; final build for Interdisciplinary position; final build for position recruited at multiple grade levels); or to correct a position build error discovered after position has been committed. Date 2 - *not used*	**For use by CPOC, SSD only.**

W-RWA-I	Date PERSACTION SF-52 was returned to management for lack of information.	ADDED BY WEST REGION. May be used by CPAC/CPOC (note that CPOC returns to CPAC, not directly to management).
W-RWA-H	Date PERSACTION SF-52 was returned to management due to a hiring freeze.	ADDED BY WEST REGION. May be used by CPAC/CPOC (note that CPOC returns to CPAC, not directly to management).
W-RWA-R	Date PERSACTION SF-52 was returned to management due to RIF.	ADDED BY WEST REGION. May be used by CPAC/CPOC (note that CPOC returns to CPAC, not directly to management).
W-RWA-M	Date PERSACTION SF-52 was returned to management at management's request.	ADDED BY WEST REGION. May be used by CPAC/CPOC (note that CPOC returns to CPAC, not directly to management).
W-RWA-E	Date PERSACTION SF-52 was returned to management due to expiration of referral list.	ADDED BY WEST REGION. May be used by CPAC/CPOC (note that CPOC returns to CPAC, not directly to management).
W-OTHER	Date 1 – date circumstance began that created an inability to work on the	ADDED BY WEST REGION. May be used by CPOC/CPAC.

	action, such as unable to open COREDOC – indicate reason/situation in Notes section of PERSACTION SF-52. <u>Date 2</u> – date circumstance ended.	
W-CORRECTION	<u>Date 1</u> – date correction PERSACTION SF-52 was created. <u>Date 2</u> – date action completed and record closed.	ADDED BY WEST REGION. CPOC use only
W-CANCELLATION	<u>Date 1</u> – date cancellation PERSACTION SF-52 was created. <u>Date 2</u> – date action completed and record closed.	ADDED BY WEST REGION. CPOC use only

CLASSIFICATION

Status Text & Code	Definition & Use of Dates	West Region Guidance
ADVISORY DECISION TO/FROM MANAGEMENT (C01000)	Date 1 – date written advisory (memorandum or evaluation statement) sent from CD to management for management classified job. Date 2 – date management provided response on advisory.	**CPOC use only. Will be used when management requested a review of their classification or when a determination was made that a review was necessary by the CPOC. If the manager does not respond to this advisory, this status will be closed on the day the PERSACTION SF-52 is returned without action to management.**
CLASS REVW (APPLIC. OF STND) (C0300005) ***	Date 1 – date Classification Division began applying a new standard; use this status entry if the format, series, title and/or grade of the position is impacted by the review. Date 2 – date classification review completed. **Note: Non-routine classification action.**	**CPOC use only. Note the first date should be equal to the date of receipt of the PERSACTION SF-52 in Classification Division. Second date should be annotated only when position build consummates and action is coordinated to SSD.**
CLASS REVW (PEN AND INK CHANGES) (C0300015)	Do Not Use. Use CLASS REVW (CURSORY REVIEW) instead.	
CLASS REVW (NEW POSITION) (C0300025) ***	Date 1 – date review began to establish a new position description or making substantive changes to an existing position description. Includes making major edits to	**CPOC use only. Note the first date should be equal to the date of receipt of the PERSACTION SF-52 in**

	position descriptions from Position Description Library, COREDOC, or other sources. The review must be more than a cursory review; this may or may not impact the title, series and/or grade of the position. Date 2 – date classification review completed and position description finalized (*agreed to by all parties*). **Note: Non-routine classification action.**	**Classification Division. The second date should be entered only at the point when position build is consummated and action coordinated to SSD.**
CLASS REVW (RECLASSIFICATION) (C0300035)	Do not use. Use CLASS REVW (NEW POSITION) instead.	
CLASS REVW (CONSISTENCY REVIEW) (C0300045) ***	Date 1 – date consistency review began. Use this code for actions associated with a local, MACOM, DA or OPM directed consistency review. Date 2 – date classification review completed. **Note: Non-routine classification action.**	**CPOC use only. Note the first date should be equal to the date of receipt of the PERSACTION SF-52 in Classification Division. Second date is after position build is consummated and action coordinated to SSD.**
CLASS REVW (CURSORY REVIEW) (C0300055) ***	Date 1 – date cursory review began of a routine action. A *cursory review* is defined as a review of an established position where no substantive changes to the position description are required; or, a review of a position description a manager obtained from COREDOC, the Position Description Library, or other source, to which they have made no substantive changes; or, a review of a standard	**CPOC use only. Note the first date should be equal to the date of receipt of the PERSACTION SF-52 in Classification Division. Second date is the date the position build is consummated and action coordinated to SSD.**

	position description. Includes DCA. Date 2 – date classification review completed. **Note: Routine classification action.**	**Note that Abolish actions are also considered Cursory Reviews. When received, enter as the first status code the date the PERSACTION SF-52 was received in CD. If for a filled position, the second date is the date the position build has consummated and action coordinated to SSD. If a vacant position, the action should be coordinated to the "Suspense Inbox" til the position can be abolished. When the date of abolishment nears, coordinate the action back to the responsible CPOC staff inbox, update/close the status and then close the PERSACTION SF-52.**

REALIGNMENT (C04000)	Date 1 – date request received for movement of an employee and position when:
	    (1) a transfer of function or an organization change occurs; and
	    (2) the employee stays in the same agency; and
	     (3) there is no change in the employee's
		CPOC use only. Note the first date should be equal to the date of receipt of the PERSACTION SF-52 in Classification Division. Second date is when realignment is complete and action closed.

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	position, grade or pay. *****	
	<u>Date 2</u> – date realignment action completed.	
POSITION AUDIT (C06000) *******	<u>Date 1</u> – date CPOC representative met with management/employee to begin desk audit. <u>Date 2</u> – date desk audit completed. **Note: Non-routine classification action.**	**CPOC use only.**
CLASS DECISION (C08000)	Used by Navy only.	
JOB DESCRIPTION SIGNATURE (C10000)	<u>Date 1</u> – date job description sent to management for signature. <u>Date 2</u> – date job description returned from management.	**CPOC use only.**

* Note Realignments will not be calculated for timeliness. We will do a monthly count only.

STAFFING

Status Text & Code	Definition & Use of Dates	West Region Guidance
INTERNAL VACANCY ANNOUNCEMENT (S01000)	Date 1 – date vacancy announcement(s) opened for all candidates except those who must be selected from Delegated Examining Unit (DEU) or OPM certificates. **Important:** if the position was re-announced at a later date, enter the date the second internal vacancy announcement opened. Date 2 – date internal vacancy announcement(s) closed.	For CPOC use only. In the West Region, these dates will be used when announcing Career Program or other positions where a specific announcement is required (i.e. CP 18 & 55) that require competitive procedures. Date 1 – opening date, Date 2 – closing date.
EXTERNAL VACANCY ANNOUNCEMENT (S03000)	Date 1 – date vacancy announcement(s) opened for all candidates who must be selected from DEU or OPM certificates. **Important:** if the position was re-announced at a later date, enter the date the second internal vacancy announcement opened. Date 2 – date external vacancy announcement(s) closed.	Not for use in West Region.
OPM CERTIFICATE (S0500010) ***	Date 1 – date certificate of eligibles requested from Office of Personnel Management (OPM) (form SF 39). Date 2 – date certificate of eligibles received from OPM.	CPOC use only.
DEU CERTIFICATE (S0500020) ***	Date 1 – date certificate of eligibles requested from Delegated Examining Unit (DEU) Date 2 – date certificate of eligibles received from DEU.	CPOC use only.

PPP (S07000) ***	Date 1 – date <u>first</u> resume(s) received against Priority Placement Program requisition (*status entry only used if a match is received*). **Important:** If more than one set of referrals/resumes is received prior to clearing all referrals/resumes on-hand, <u>do not</u> change the date and <u>do not</u> create a new status entry. Date 2 – date requisition was terminated (i.e., job offer made to PPP candidate, PPP candidate determined not qualified, referral list issued, etc.) If a second requisition is requested against the same SF-52, enter a second set of dates (received and cleared). CIVPRO is looking for the total time spent clearing PPP not time to clear each referral against a requisition.	CPOC use only. Only enter a date if there is a match.
W-PPP REQUISITION	Date 1 – date action received in SSD and PPP was requisitioned. Date 2 – date "no match" received. If a match resulted from the requisition, close this status and select PPP status above.	ADDED BY WEST REGION. For CPOC use only.
CAREER PROGRAM REF LIST – REQ (S08500) ***	Date 1 – date career program referral list requested. Date 2 – date career program referral list received.	For CPOC and CPAC use (CPOC requests for its own positions). Date 2 – date career program referral and all I&As received.
CAREER PROGRAM REF LIST – SENT (S08610) ***	Date 1 – date career program referral list sent to manager. Date 2 – *not used.*	This code will no longer be used (Use FIRST REFERRAL LIST instead).

W-MANDATORY AD	<u>**Date 1**</u> **– date PERSACTION SF-52 was received for Attorneys, centrally funded interns, or any other position that has mandatory recruiting requirements that are not performed locally.** <u>**Date 2**</u> **– date mandatory advertising completed.**	**ADDED BY WEST REGION. CPOC use only.**
W-CONTINUING RECRUITMENT	<u>**Date 1**</u> **– date extensive recruitment efforts began (to Federal Research, Hot Button, fliers, periodic querying of RESUMIX etc.)** <u>**Date 2**</u> **– date applicants available in RESUMIX.**	**ADDED BY WEST REGION. CPOC use only.**
W-ACTION CHANGED TO RECRUIT	<u>**Date 1**</u> **– date action was changed to FILL/RECRUIT, i.e., from reassignment.** <u>**Date 2**</u> **– not used.**	**ADDED BY WEST REGION. CPOC use only.**
FIRST REFERRAL LIST (S09000) ***	<u>Date 1</u> – date first referral list(s) and/or certificate(s) issued. When multiple lists are issued, but only one recruitment effort is involved, use this status entry. Example: if you provide a manager with a promotable list, a reassignment-eligible list, and a VRA-appointment list within the span of several days, these lists together would be considered the "first referral list". *Applies to both internal and external vacancy announcements.* <u>Date 2</u> – date first referral list(s) and/or certificate(s) returned	**For CPOC and CPAC use. CPAC will enter this date for Career Program Referrals. For Career Program Referral, the date of referral is the date the referral and all I&As have been received. Note that this entry should also be used if a manager has a list of candidates to select from and several days later requests additional names**

	from manager.	**(regardless of whether the original list was returned) a second referral list status should be selected.**

* When using the PPP status code for a <u>second entry of resumes received</u>. The CPOC must have cleared all previous resumes received against the job <u>and entered date two against the initial entry</u>.

SECOND REFERRAL LIST (S11000) ***	<u>Date 1</u> – date second referral list(s) and/or certificate(s) issued. Use this status entry when the CPOC/CPAC initiates a <u>second recruitment effort</u> (management returns a first referral list(s) or certificate(s) without making a selection, or all selectees decline). <u>Date 2</u> – date second referral list(s) and/or certificate(s) returned from manager.	**For CPOC and CPAC use. CPAC will enter this date for Career Program referrals. For Career Program Referral, the date of referral is the date the referral and all I&As have been received.** **Note that this entry should also be used if a manager has a list of candidates to select from and several days later requests additional names (regardless of whether the original list was returned) a second referral list status should be selected.**
THIRD REFERRAL LIST (S13000) ***	<u>Date 1</u> – date third referral list(s) and/or certificate(s) issued. Use this status entry when the CPOC/CPAC initiates a <u>third recruitment effort</u> (management returns a second referral list(s) or certificate(s) without making a selection, or all selectees decline). <u>Date 2</u> – date third referral list(s) and/or certificate(s) returned from manager.	**For CPAC and CPOC use. CPAC will enter this date for Career Program Referrals. For Career Program Referral, the date of referral is the date the referral and all I&As have been received.**

		Note that this entry should also be used if a manager has a list of candidates to select from and several days later requests additional names (regardless of whether the original list was returned) a third referral list status should be selected.
JOB OFFER – DEU (S1600005) ***	<u>Date 1</u> – date job applicant was extended a job offer verbally or in writing; source of recruitment was a DEU certificate. * <u>Date 2</u> – date job applicant informed the civilian personnel representative that the job offer is accepted (i.e., date job committed). **	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
JOB OFFER – OPM (S1600010) ***	<u>Date 1</u> – date job applicant was extended a job offer verbally or in writing; source of recruitment was an OPM certificate. * <u>Date 2</u> – date job applicant informed the civilian personnel representative that the job offer is accepted (i.e., date job committed). **	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**

* A JOB OFFER status entry will be entered into PERSACTION <u>after</u> a job has been accepted to avoid having to supersede the entry with a JOB OFFER DECLINED status entry if the applicant did not accept the job.[10]

[10] Note that in the West Region, all job offer entries will be documented to capture same for Resumix pilot. Date 2 of each entry will only be input when successful applicant accepts. The first date will reflect the first job offer made; the second date will be the date a candidate accepted; and there may nd will also be one or more entries in a "declined" status code.

JOB OFFER – PPP (S1600015) ***	<u>Date 1</u> – date employee was extended a job offer verbally or in writing; source of recruitment was a Priority Placement Program requisition. * <u>Date 2</u> – date employee accepted the job offer (i.e., date job committed). *	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
JOB OFFER – LMP (S1600020) ***	<u>Date 1</u> – date job applicant was extended a job offer verbally or in writing; source of recruitment was local merit promotion (*includes open-continuous announcements*). * <u>Date 2</u> – date job applicant informed the civilian personnel representative that the job offer is accepted (i.e., date job committed). **	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
JOB OFFER – CREF (S1600025) ***	<u>Date 1</u> – date job applicant was extended a job offer verbally or in writing; source of recruitment was a career referral list. * <u>Date 2</u> – date job applicant informed the civilian personnel representative that the job offer is accepted (i.e., date job committed). **	**CPAC or CPOC use (CPOC will use for its own career referrals).**
JOB OFFER – OTHER (S1600030) ***	<u>Date 1</u> – date job applicant was extended a job offer verbally or in writing; source of recruitment was other than OPM, DEU, PPP, career referral or local merit promotion. * <u>Date 2</u> – date job applicant informed the civilian personnel representative that the job offer is accepted (i.e., date job committed). **	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
HOLD FOR RIF (S17000) ***	<u>Date 1</u> – date position identified for potential use in reduction-in-force (RIF), or date position	**CPOC or CPAC use.**

	action received in the CPOC with RIF or freeze already in effect. Date 2 – date position released for fill or used for RIF placement.	

* If the job offer is made to a RIFed employee, date 1 is the date the RIF letter was issued. A JOB OFFER status entry will be entered into PERSACTION after a job has been accepted to avoid having to supersede the entry with a JOB OFFER DECLINED status entry if the applicant did not accept the job. [11]

[11]   Same instructions apply as for Note 10 above.

** The final JOB OFFER status entry should be for the candidate actually filling the position and will be the only status entry counted in CIVPRO as part of average "fill-time".

JOB OFFER DECLINED – DEU (S1800005) ***	Date 1 – date job applicant declined the job offer; source of recruitment was a DEU certificate. Date 2 – *not used.*	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
JOB OFFER DECLINED – OPM (S1800010) ***	Date 1 – date job applicant declined the job offer; source of recruitment was an OPM certificate. Date 2 – *not used.*	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
JOB OFFER DECLINED – PPP (S1800015) ***	Date 1 – date job applicant declined the job offer; source of recruitment was a Priority Placement Program requisition. Date 2 – *not used.*	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
JOB OFFER DECLINED – LMP (S1800020) ***	Date 1 – date job applicant declined the job offer; source of recruitment was local merit promotion (*includes open-*	**CPAC must provide information noted in West Region Guidance**

	continuous announcements). Date 2 – *not used.*	**for paragraph IIC, above.**
JOB OFFER DECLINED – CREF (S1800025) ***	Date 1 – date job applicant declined the job offer; source of recruitment was a career referral list. Date 2 – *not used.*	**CPAC or CPOC use (CPOC will use for its own career referrals).**
JOB OFFER DECLINED – OTHER (S1800030) ***	Date 1 – date job applicant declined the job offer; source of recruitment was other than OPM, DEU, PPP, career referral or local merit promotion. Date 2 – *not used.*	**CPAC must provide information noted in West Region Guidance for paragraph IIC, above.**
W-NONCOMPETITIVE ACTION	**Date 1 – date noncompetitive action, i.e. career promotion, reassignment or the conversion of a VRA employee to the Competitive Service was received in SSD. Date 2 – date the action was processed and closed. (If the effective date of the action is in the future, close out this status and select "W-FUTURE ACTION" below).**	**ADDED BY WEST REGION. For CPOC use only.**

W-FUTURE ACTION	<u>Date 1</u> – date action was received in SSD for processing and the effective date is in the future, such as for a Retirement, LWOP, Resignation, etc. This type of action will normally be placed in the "Suspense Inbox" until it can be processed. <u>Date 2</u> – date action is processed and closed.	**ADDED BY WEST REGION. For CPOC use only.**
W- PAC PROCESSING	<u>Date 1</u> – date the Personnel Actions Clerk receives an action for processing. (This status will be used to differentiate between the actions in the Team box requiring Staffing services and the actions requiring personnel processing services.) <u>Date 2</u> – date action is processed and closed.	**ADDED BY WEST REGION. For CPOC use only.**

End of status codes.

SF52 Master Record QC Filters

QC Code	Quality Control Finding Short Definition	Action Open/Closed	Diagnostic Condition?	Error Condition?
A	Missing commit date, but has SSN	open	yes	-
		closed	-	yes
B	Missing SSN, but has commit date and closed date *(Note: SF52 is counted in CIVPRO as a Canceled Action)*	open	-	-
		closed	yes	-
C	Code C not used	-	-	-
		-	-	-
D	Missing CPOC and CPAC entry dates, but has commit date	open	yes	-
		closed	-	yes
E	Commit date prior to CPOC and CPAC entry dates	open	yes	-
		closed	-	yes*
F	Effective date prior to initiation date	open	yes	-
		closed	-	yes*
G	CPOC and CPAC entry dates prior to initiation date	open	yes	-
		closed	-	yes
H	Commit date prior to CPAC entry date	open	yes	-
		closed	-	yes*
I	Commit date prior to CPOC entry date	open	yes	-
		closed	-	yes*
J	Missing CPOC entry date, but has commit date	open	yes	-
		closed	-	yes*
K	Commit date prior to initiation date	open	yes	-
		closed	-	yes*
L	Commit date prior to job offer date	open	yes	-
		closed	-	yes
M	Closed date prior to commit date	open	-	-
		closed	-	yes
N	Effective date prior to commit date	open	yes	-
		closed	-	yes
O	CPOC entry date prior to initiation date	open	yes	-
		closed	-	yes
P	Job offer date prior to CPOC and CPAC entry dates	open	yes	-
		closed	-	yes*
Q	Effective date prior to job offer date	open	yes	-
		closed	-	yes
R	Job offer date prior to initiation date	open	yes	-
		closed	-	yes*
S	Predating (action has a date more than 60 days in the future)	open	yes	-
		closed	yes	-
T				-
			-	
U	Missing effective date *(Note: SF52 is counted in CIVPRO as a Canceled Action)*	open	-	-
		closed	yes	-

SF52 Master Record QC Filters, continued

QC Code	Quality Control Finding Short Definition	Action Open/Closed	Diagnostic Condition?	Error Condition?
V	Missing fill-source code, but has closed date *(Note: SF52 is counted in CIVPRO as Unknown Fill Source)*	open	-	-
		closed	-	yes**
W	Missing CPAC, Command and/or UIC code, but has closed date	open	-	-
		closed	-	yes
X	Code X not used	-	-	-
		-	-	-
Y	CPAC code not associated with the CPOC	open	yes	-
		closed	-	yes
Z	CPAC code not valid	open	yes	-
		closed	-	yes

Footnotes:
 * If DIAGNOSTIC – ACCEPT status record exists for the SF52, the <u>error condition</u> is ignored (and the SF52 is counted as having a fill-time of 1 day).
 ** Records with this <u>error condition</u> (as the only error) will be included in the CIVPRO calculations (as "unknown fill-source").

SF52 Status Record QC Filters

QC Code	Quality Control Finding Short Definition	Action Open/Closed	Diagnostic Condition?	Error Condition?
a	Code a not used	-	-	-
		-	-	-
b	Missing mandatory status record date 2, but has closed date	open	-	-
		closed	-	yes
c	Mandatory status record date 2 prior to date 1	open	yes	-
		closed	-	yes
d	Code d not used	-	-	-
		-	-	-
e	Local status record date 2 prior to date 1	open	yes	-
		closed	yes	-
f	Status record date 1 prior to initiation date	open	yes	-
		closed	yes	-
g	Mandatory status record date 1 prior to CPOC entry date	open	yes	-
		closed	yes	-
h	Effective date prior to status record date 2	open	yes	-
		closed	-	**yes*****
i	Closed date prior to status record date 2	open	yes	-
		closed	-	yes
j	Commit date prior to status record date 1	open	yes	-
		closed	-	**yes*****

*** If "BUSINESS FLOW ACCEPT" status code exists for the SF52, the error condition is ignored. "Business Flow Accept" will <u>only </u>be used for actions returned to Classification for rework.

SF52 Status Record QC Filters, continued

QC Code	Quality Control Finding Short Definition	Action Open/Closed	Diagnostic Condition?	Error Condition?
k	Commit date prior to status record date 2	open	yes	-
		closed	-	**yes*****
l	Job offer date prior to status record date 2	open	yes	-
		closed	-	**yes*****
m	Action has overlapping or duplicate PPP status records	open	yes	-
		closed	-	yes
n	Code n not used	-	-	-
		-	-	-
o	Action has PPP time > fill time. Fill time is CPOC or CPAC entry (which ever is first) to commit.	open	yes	-
		closed	-	yes
p	Action has PPP status dates outside of CPOC or CPAC entry (which ever is first) to job offer period.	open	yes	-
		closed	-	yes

*** If "BUSINESS FLOW ACCEPT" status code exists for the SF52, the error condition is ignored.
"Business Flow Accept" will <u>only </u>be used for actions returned to Classification for rework.

Appendix C

Quality Control Decisions

1. Appendix B summarizes current decisions relative to the quality control of data for the Civilian Productivity Reporting System (CIVPRO).

2. Quality control reports have been loaded on each CPOC's box so that anomalies can be reviewed/corrected as soon as possible. In addition, our current policy is to not finalize a month's database until the close of the following month. This allows CPOCs approximately 30 days from end of the month to correct any errors before the data base is finalized and calculations conducted (i.e., data accuracy report card, CIVPRO Phase II).

3. There are two quality control reports:

The **diagnostic report**
    a. Is intended primarily for CPOCs.
    b. Ignores canceled actions (a canceled action = closed but missing either SSN or effective date).
    c. Is loaded on CPOC boxes, to be run as often as desired. CPOCs are required to execute the program at least monthly to detect and correct error conditions.
    d. Identifies which diagnostics will become errors if not corrected prior to the close of the following month.

The **report card** (percent of good data)
    a. Is intended primarily for HQDA.
    b. Ignores canceled actions.
    c. Ignores open actions.
    d. Counts unique records. That is, a 52 is counted as an error only once, even if it contains more than one type of error. The numbers of individual types of errors are not summed in the calculation of the total percent accuracy.
    e. Counts errors in both 52 records and status records (the capital and small letters in the "code" column of Appendix B).
    f. Is run a month after the end of the reporting month. This allows the CPOCs a month after the last day of the reporting month to fix errors.
    g. Counts only those data anomalies that are "flagged" in Appendix B. Data anomalies listed as "diagnostic" are not counted.

4. CIVPRO
    a. Bases time-to-fill calculations only on closed, non-canceled actions, that have no errors.
    b. Calculations on the most recent month are tentative because the CPOCs have a full month to make any necessary corrections to the data.

c. Provides a count of canceled actions, although canceled actions will not be used in average time calculations.

5. For anomalies that cause "negative timeliness," CPOCs will either correct the erroneous date or enter the local code "Diagnostic – Accept." If the "Diagnostic – Accept" code is entered, fill time will be counted as one day. If neither of the above actions occur, the record will be counted as an error (see Appendix B).

6. For anomalies related to missing CPAC, UIC, and MACOM data: PERSACTION does not automatically enter this information. If the RM shop fails to enter it, and CPAC/CPOC does not correct the omission, the data will be missing and an error condition will be flagged.

7. The anomalies identified by QC codes h, j, k, and l may not always be errors. For those anomalies, CPOCs will either correct the erroneous date or enter the local code "Business Flow Accept." If the "Business Flow Accept" status code exists for the SF52, the error condition is ignored. "Business Flow Accept" will only be used under two conditions: (1) for actions returned to Classification for re-work of position build due to the manner in which position is ultimately filled and (2) to correct a position build error discovered after the position has been committed.

8. It is recognized that other "errors" identified by small letters in the "QC Code" column of Appendix B may be the result of accepted business process and not, if fact, data entry errors. However, the low frequency of occurrence of those "errors" does not make it worthwhile to study all the business processes and identify "acceptable" ones. For this reason, HQDA's standard for the **report card** is only 95% good data.

V.

ACRONYMS

CIVPRO	Civilian Productivity Reporting System
COREDOC	Automated Core Document System
CPAC	Civilian Personnel Advisory Center
CPOC	Civilian Personnel Operations Center
CPOCMA	Civilian Personnel Operations Center Management Agency
DCA	Delegated Classification Authority
DCPDS	Defense Civilian Personnel Data System
DEU	Delegated Examining Unit
DOD	Department of Defense
EOD	Entrance on Duty
HQ ACPERS	Headquarters Army Civilian Personnel Records System
MACOM	Major Army Command
NOA	Nature of Action Code
ODASA (CPP)	Office, Deputy Assistant Secretary for the Army (Civilian Personnel Policy)
PERSACTION	Automated Personnel Action Request (SF 52)
PPP	Priority Placement Program
RESUMIX	Automated Rating and Ranking Referral System
RIF	Reduction In Force
SFCP-PSS	Program Support Division, ODASA(CPP)
UIC	Unit Identification Code